



Intimate Care Policy

2025-2026

This intimate care policy aims to provide a clear framework for staff to ensure the safety and dignity of all learners who need support with personal care, including toileting and continence management. It will also clarify for learners and their families the support they can expect from school.

Reviewed November 2025
Next policy review November 2026

Punnetts Town Community Primary & Nursery School
Headteacher: Mrs Claire Kinsella – 01435 830 361

Chair of Governors: Mrs Monica Pell

Inclusion Manager/SENDCo: Mrs Laura Fletcher

Punnetts Town Headteacher

A handwritten signature in black ink, appearing to read "C. Kinsella".

November 2025

Chair of Governors

A handwritten signature in black ink, appearing to read "M. Pell".

November 2025

Intimate Care Policy 2025-2026

Next policy review November 2026

Definition: *Intimate care is defined as any care which involves washing, touching or carrying out an invasive procedure that most children and young people carry out for themselves, but which some are unable to do. Disabled pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.*

The Governing Body recognises its duties and responsibilities in relation to the Equality Act 2010 which requires that *any child with an impairment that prevents their ability to carry out normal day-to-day activities must not be discriminated against.*

Parents were consulted before this policy was published.

Introduction

We take seriously our responsibility to safeguard and promote the welfare of all the children in the care of the school. The child's welfare and dignity is a priority and staff will be trained to be vigilant and responsive to the child's intimate care needs. We will ensure the child is supported to have choice and control over their intimate care.

We are committed to ensuring all staff responsible for the intimate care of children will at all times:

- undertake their duties in a professional and agreed manner
- safeguard the child's emotional and physical well-being
- use child's preferred means of communication to discuss their needs and preferences with them
- support the child to achieve the highest level of independence

The child who requires regular intimate care because of a disability will be placed on the school *Special Educational Needs (SEN) Register* following the East Sussex SEN Matrix which details expected provision to meet the child's need.

Staff will work in close partnership with parents and carers to share information and help provide continuity of care.

Our approach to best practice:

Any intimate care required should be managed by staff to support the child to achieve the highest level of independence possible, according to their individual condition and abilities.

- The management of children with intimate care needs will be carefully planned;
- Staff who provide intimate care are trained to do so (including Child Protection, and Moving and Handling where appropriate) and fully aware of best practice;
- Sometimes it will be necessary for staff to aid a child in getting dressed or undressed particularly in Early Years;
- Staff will always encourage children to attempt their own undressing and

dressing unaided;

- Children may seek physical comfort from staff - particularly the children in Nursery and Reception. Where children require physical support, staff must be aware that physical contact must be kept to a minimum and be child initiated. When comforting a child or giving reassurance, the member of staff's hands should always be seen and a child should not be positioned close to a member of staff's body which could be regarded as intimate. If physical contact is deemed to be appropriate staff must provide care suitable to the age, gender and situation of the child;
- Intimate care for soiling should only be given to a child after the parents have given permission for staff to clean and change the child. Parents give their consent on Arbor stating that if required staff can clean and change their child in the event of the child soiling themselves (Appendix 1).

If parent/carer does not give written consent for intimate care:

- The school will contact the parents or other emergency contact giving specific details about the necessity for cleaning the child. The child will be encouraged to change into dry, clean clothes, comforted and kept away from the other children to preserve dignity until the parent arrives. An adult will stay with the child, giving comfort and reassurance until the parent/carer arrives. The child will be covered for modesty at all times;
- If a parent/carer or emergency contact cannot attend, the school will seek to gain verbal consent from parents/carers for staff to clean and change the child. This permission will be sought on each occasion that the child soils him or herself. If concerns continue, the school will listen to the family and advise on how to best support the child;
- If the parents and emergency contacts cannot be contacted the acting head teacher will be consulted. If the child is at risk, staff will act appropriately and may need to come into some level of physical contact in order to aid the child. All necessary actions will be recorded;
- When touching a child, staff should always be aware of the possibility of invading a child's privacy and will respect the child's wishes and feelings;
- There will always be two members of staff present for intimate care.

If a child needs to be cleaned routinely or in an emergency, staff will make sure:

- They inform another member of staff they are changing a child;
- Protective gloves are worn;
- The procedure is discussed in a friendly, reassuring way with the child throughout the process;
- The child is encouraged to care for themselves as far as possible;
- Physical contact is kept to the minimum possible to carry out the necessary cleaning for the child's comfort and the child should remain standing or seated on the toilet seat;
- Privacy is given appropriate to the child's age and the situation; always with sensitivity and with child's dignity in mind;
- All spills of vomit, blood or excrement are wiped up and flushed down the toilet;
- Any soiling that can be, is flushed down the toilet;
- Soiled clothing is put in a plastic bag, unwashed, and sent home with the child.

If intimate care **is not part of a routine provision**, a record is put on [CPOMS: Safeguarding and Child Protection Software for Schools](#)

If it is necessary for a child to receive **medicine** during the school day parents must fill out a permission form from the school and discuss their child's needs with a member of staff before the school agrees to administer medicines or medical care. It must be made clear to parents that staff administration of medicines is voluntary. Any member of staff giving medicine to a pupil should check:

- The child's name;
- Written instructions provided by parents or doctor;
- Prescribed dose;
- Expiry date medicines should generally be kept in a secure place, not accessible to pupils, but arrangements must be in place to ensure that any medication that a pupil might need in an emergency is readily available.

Where specialist equipment and facilities above that currently available in the school are required, every effort will be made to provide appropriate facilities in a timely fashion, following assessment by a physiotherapist and/or occupational therapist and any staff training required.

There is careful communication with any child who requires intimate care in line with their preferred means of communication to discuss their individual needs and preferences.

Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation.

Individual care plans as part of SEN provision will be drawn up for any child requiring regular intimate care and arrangements will be discussed with parents/carers and child on a regular basis and recorded on the care plan.

- The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing and equal opportunities legislation.

Where a care plan is not in place and a child has needed help with intimate care (in the case of a toilet 'accident') then parents/carers will be informed the same day. This information should be treated as confidential and communicated in person or via telephone.

The Safeguarding and Protection of Children

The Governors and staff recognise that disabled children are particularly vulnerable to all forms of abuse. Child Protection and Multi-Agency Child Protection procedures will be adhered to at all times. If a member of staff has any concerns about physical changes in a child's presentation (unexplained marks, bruises or soreness for example) they will immediately report concerns to the Designated Safeguarding Lead for Child Protection.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be investigated at an appropriate level and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as

part of the process of reaching a resolution.

If a child makes an allegation about a member of staff, it will be investigated in accordance with agreed procedures and staffing will be altered until the issue is resolved. Further advice will be requested from outside agencies if necessary.

Records will be kept as for any child using [CPOMS: Safeguarding and Child Protection Software for Schools](#)

This policy should be read in conjunction with the following school policies:

- SEN Information Report
- SEND & Inclusion Policy
- Accessibility Policy & Plan
- Safeguarding & Child Protection Plan
- Off-site visits
- Complaints
- Health & Safety
- First Aid
- Privacy Notice
- Data Protection and Information Security Policy

Punnetts Town Community Primary and Nursery School

Appendix 1: Intimate care if a child wets or soils themselves whilst they are in school.

CONSENT TO BE GIVEN VIA ARBOR

Punnetts Town Community Primary and Nursery School **Intimate Care Policy 2025 - 2026** is available to view on the school website or a copy can be obtained from the school office on request.

We are committed to ensuring all staff responsible for intimate care of children will undertake their duties in a professional and sensitive manner, mindful of child dignity and confidentiality.

- If your child wets or soils themselves in school, it is important to change and if necessary clean them quickly; our staff are experienced at carrying out this task with your permission.
- If you prefer, the school can contact you or your emergency contact to attend to your child's needs without delay.